Neocase®

THE ULTIMATE GUIDE FOR HR SERVICE DELIVERY

Use this comprehensive guide to learn the ins and outs of high-quality, modernized HRSD.

INTRODUCTION

HR service delivery (HRSD) is all about informing and empowering HR staff and your employees so they feel well-supported in their roles. In this guide, you'll learn what HRSD includes, how it has evolved over the years, and how to leverage the latest technology to enhance HRSD for the benefit of your whole organization.

WHAT IS HR SERVICE DELIVERY?

HR service delivery is essential for supporting your organization's employees.

HR service delivery (HRSD) refers to the tools and processes HR departments use to inform and support the company's employees and improve the employee experience. Today's HRSD tools are often hosted in a virtual space and are a critical piece of a company's overall human resources information system (HRIS).

HRSD is a broad category that includes many resources for employees, such as a self-service portal, knowledge base, and case management system, along with tools for business process automation, electronic document management, and HR reporting and analytics.

In this guide, we're going to cover:

> **TRADITIONAL VS. MODERNIZED MODELS OF HR SERVICE DELIVERY**

> **THE BENEFITS OF MODERN HRSD**

> **WHAT'S INCLUDED IN HRSD**

> **HOW TO OPTIMIZE YOUR HRSD PROCESSES**

RESOURCES

> 4 Types of Analytics and what they mean for HR

> Is the SLA Compliance Metric fooling us?

> What does customer-focus really mean?

> What's an API, and why should HR care?

TRADITIONAL VS. MODERNIZED MODELS OF HRSD

Modern HRSD replaces time-consuming manual tasks with streamlined self-service resources and tools.

The traditional model of HR service delivery places the burden on HR staff to handle every process involved in serving employees.

If an employee had a question about their benefits, for example, they would stop by the HR department office to find the answer. If they wanted to request time off, they would need to fill out a paper form or send an email for their manager or HR personnel to evaluate and respond to.

This model is still common in many companies today, and it costs HR departments a considerable amount of time and effort to maintain. That's where HR Service Centers come in, to alleviate the burden of manual processes and to streamline and improve the employee experience.

The modern approach to HRSD centralizes employee services within a virtual platform, such as the Shared Service Center, to empower employees to handle many processes on their own. Employees' needs fall into different tiers, with only a select number of needs requiring direct intervention from HR staff.

When an employee can consult a knowledge base to answer their own question, for example, or use a self-service portal to take care of a task without involving HR personnel, this is known as Tier Zero Resolution.

Employees may not be able to answer all their own questions or resolve every issue on their own, and that's perfectly acceptable. Depending on the complexity of the request, these cases fall into Tier 1, Tier 2, or Tier 3 Resolution and will require intervention from HR staff. However, with the right HRSD solutions in place, you can minimize the number of higher-tiered cases and increase or maximize Tier Zero Resolutions.

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Tier Zero Resolutions are a shining component of modern HRSD. HRSD solutions can provide personalized experiences, process automation, and role-based services. This is a win for your HR team because it frees them up to focus on higher-value projects, and it's a win for employees because it more closely reflects the self-service and instant access that people today have come to expect in other arenas, including in customer service.

RESOURCES

> How do High-Performing HR Service Centers increase Tier Zero Resolution?

> 5 Common Misconceptions about HR Digital Transformation

> Why Employee Experience trumps Tier Zero Resolution

> Personalize your Portal for Greater Tier Zero Resolution

CHAPTER 3

WHAT ARE THE BENEFITS OF MODERN HRSD?

Modern HRSD comes with valuable benefits to employees, HR personnel, and your organization as a whole.

Who benefits from optimized HRSD? The short answer: everyone in your organization. Let's take a look at how HRSD benefits employees, HR staff, and your whole company.

Benefits of Modern HRSD for Employees
Employees benefit from modern HRSD in several key ways:

Remote Access
As remote work becomes increasingly common, it's more important than ever that employees have access to the information and services they need without depending on the availability of HR staff. A cloud-based platform for HRSD allows employees to access the resources they need from any location, as long as they have an internet connection and the right login credentials. Employees have increasingly come to expect this feature, with nearly 88 percent of employees today having access to a self-service portal online.

Instant Answers
Employees and managers are essentially the customers of HR. Therefore, it makes sense that these "customers" will expect the same convenience from HR departments that they've come to expect as consumers in other contexts. One of these expectations is quick answers to their questions. Through a knowledge base, chatbot, or other HRSD resource, HR customers can get the instant answers they need.

Personalization
Another expectation modern consumers have is for personalization. Employees want a customized rather than a generic experience when they access HR services. Modern HRSD tools allow each employee to see only the information that is relevant to them in their role and to access their specific compensation and benefits information. For example, part-time employees will only see benefits content that relates to their part-time status.

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Benefits of Modern HRSD for HR Staff

There are some major benefits to HR staff that come with HRSD:

Focus

When HR personnel aren't tied up answering repetitive questions or performing manual tasks, they suddenly find themselves with more time—time than can be spent on higher-value tasks. Your HR team may have more time to dedicate to initiatives that truly matter to employees, such as training, development, and diversity. Overall, HR staff can enjoy higher levels of concentration and productivity.

Consistency

HR teams can better meet their service level agreements (SLAs) when they have the right tools to facilitate consistently excellent HRSD. HR staff should be empowered to do their jobs well and provide a high-quality employee experience. HRSD solutions also provide the ability for business process automation, which supports HR and Shared Service Centers in delivering positive, consistent experiences with each employee interaction.

Job Satisfaction

HR personnel are also likely to feel more valued by your organization when they're entrusted with high-value projects instead of mundane tasks that can be automated through a modern HRSD system. Higher job satisfaction can help you attract and retain top HR talent to your organization.

Benefits of Modern HRSD for the Organization

Your whole organization can profit from modern HRSD.
**Consider these impactful benefits:**

Lower Costs

Any new software purchase or system upgrade comes with a cost. But by investing in a quality solution, you can save money because you reduce your reliance on personnel for tasks that can be streamlined and automated. By only hiring HR professionals to handle a select few responsibilities, you can save considerably on labor costs.

Data Insights

Keeping employee data in a centralized platform makes it easy to learn about your employees and your organization as a whole. You can also track the way employees use your HRSD system so you can learn what features employees love and where you may be able to further improve the employee experience.
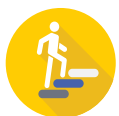
Higher Morale

When HR staff, managers, and employees all feel well cared for, you can expect a boost in morale across your organization. This concept of all things working together is known as the symmetry of attention. When HR teams are happier, employees are happier, and so the business experiences more positive results. Higher morale means lower employee turnover and a thriving company overall.

RESOURCES

> How to Forget about Work when You're On Vacation

> 5 Ways to Keep Remote Employees Engaged

> 5 Unsung Benefits of Digital HR in Professional Services

> Top 5 Reasons for Automating HR Processes

WHAT IS INCLUDED IN HRSD?

HRSD includes a wide range of services to facilitate vital HR processes.

HR service delivery can include many different tools and resources to facilitate a variety of HR-related activities, including:

Knowledge Base

Employees can access how-to's, frequently asked questions, and other resources in a virtual knowledge base that can be personalized to show relevant resources based on an employee's role within the organization. With this repository of information, HR personnel will only need to answer questions that are very specific or unique to the employee.

Self-Service Portal

Rather than relying on a variety of intranet sites or manual processes, you can take advantage of a single self-service portal that allows employees to handle a variety of functions related to their employment.
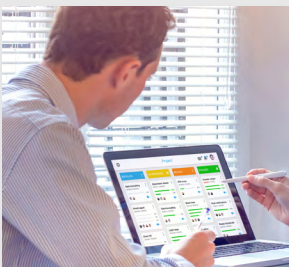
Case Management

Case management is a critical component of HRSD. It allows HR personnel to resolve questions and issues systematically and efficiently.

Communications Management

Case management tools can also assist with managing communication between HR staff and employees. This includes the following:

- Processing inbound emails
- Providing email templates for outbound emails
- Automating communications for transparency, consistency, and efficiency
- Providing access to a live agent and chatbots

Business Process Automation

You can enhance efficiency across your organization with automated workflows, smart forms, third-party integrations, and more with business process automation solutions.

Document Management

Throughout the employee lifecycle, document management is essential. Whether you need to generate the right forms, facilitate electronic signing, systematically and securely store documents according to compliance rules, or manage mandatory documents with expiration alerts, a document management solution can help.

You can also use HRSD software to manage and track employee vaccination status or COVID-19 test results. Employees can directly upload copies of their test results or vaccine cards to show their vaccination status.

Real-Time Dashboard

HR agents can easily prioritize cases, learn from previous experiences, and ensure nothing falls through the cracks with a dashboard designed precisely for this purpose, to make them more efficient and productive.

Satisfaction Survey

You can also facilitate various HR surveys within an HRSD system. These surveys provide insight into employees' experiences and thoughts regarding HR processes, such as case management or onboarding.

In all, an effective HRSD system should include the above components as well as integrate with your existing systems *without major effort from your HR or IT teams.*

RESOURCES

> 6 Key Benefits of the DocuSign Connector

> 5 HR Surveys to Gain Insights on Employee Experience

> 9 Key Features in an HR Case Management System

> Making the Case for Employee Document Management

HOW TO OPTIMIZE YOUR HRSD PROCESSES

Upgrade your HRSD processes by implementing the right tech tools and best practices.

Looking to enhance your company's approach to HR service delivery? Follow these steps:

1 **Look for inefficiencies in your current model.**
Start by identifying where you have room to improve. Ask yourself what manual or physical processes do you have that could be digitized and automated. Consider sending out surveys to your HR personnel and employees to get their take on where your HRSD is lacking so you can specifically address these areas.

2 Find the right digital solution.

The right software can make all the difference. Look for a solution that:

- ✓ Seamlessly integrates with your other software platforms
- ✓ Is user-friendly for a great employee experience
- ✓ Provides on-demand self-service for employees
- ✓ Offers the functionality you need through varied HRSD modules
- ✓ Is flexible so you can tailor it to your organization's needs
- ✓ Is cloud-based for remote access from any device
- ✓ Will scale with you so your HRSD model remains consistent as the business changes
- ✓ Automates as much as possible without sacrificing accuracy or quality
- ✓ Personalizes the user experience for every employee

3 Populate your knowledge base.

Employees will only use a knowledge base if it's well-populated with information. Otherwise, they'll skip even looking at this resource and go straight to asking an HR representative or manager their question. So fill your knowledge base with plenty of articles addressing common employee concerns and questions.

The best knowledge base solutions will automatically adapt to feature the most relevant information based on factors like employee roles, previous actions, or the specific time of year. For example, health care content may be prominently featured during open enrollment season.

4   Train employees on new software solutions.

To make the most of your new software solutions, be sure to train both HR staff and employees on how to use this software. If new solutions feel unfamiliar, employees may not take full advantage. Of course, having a user-friendly platform helps tremendously when it comes to implementing new technologies.

With the right solutions in place, you can empower your whole organization—including HR staff and employees—to enjoy the clarity and efficiency that comes with high-quality HR service delivery.

Ready to optimize your HRSD with help from Neocase?

Learn More

RESOURCES

> Use the 3-E Framework to Improve the Employee Experience

> What Our Grandmothers Knew About Optimizing HR Service Technology

> 3 Ways to Get More Value From Your Cloud Software

> Happy Customers with Automated Case Management via HR Service Delivery